

## Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
A+ Care Solutions, Inc.	West	Day-Residential, Personal Assistance	4/19/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	SC	Proficient
Ability Health Services, Corp.	East	Nursing	12/21/12	NA	SC	SC	SC	PC	SC	NA	NA	PC	SC	Proficient
ACA Communities, LLC	West	Day-Residential, Nursing	10/19/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Adult Community Training, Inc.	East	Day-Residential, Personal Assistance	8/2/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
AdvanceCare Health Services	Middle	Day-Residential, Personal Assistance	4/25/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Anchor for Life, Inc.	West	Day-Residential	4/5/12	NA	PC	MC	MC	PC	SC	SC	SC	MC	MC	Significant Concerns
Angela's Path to Achievement	Middle	Day-Residential	1/30/12	NA	SC	SC	SC	SC	SC	SC	NA	SC	SC	Exceptional Performance
Applied Behavioral Interventions	Middle	Behavioral	10/12/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
ARC of Claiborne County, Inc.	East	Day-Residential, Personal Assistance	7/3/12	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
ARC of Hamilton County, Inc.	East	ISC	12/18/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Arc of the Mid-South	West	Day-Residential, Personal Assistance	4/26/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
ARC of Washington County, Inc.	East	ISC	12/4/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
ARC of Williamson County	Middle	ISC	12/5/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Arnold Community Therapy, Inc.	Middle	Therapy	8/22/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	PC	Exceptional Performance
Behavioral Services of Tennessee	West	Day-Residential	5/31/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
BGC, Inc.	Middle	ISC	12/10/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Bichelman, Nicole	West	Behavioral	11/16/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Binta's Song	East	Personal Assistance	5/7/12	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
BIOS of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	6/22/12	NA	PC	PC	PC	PC	SC	SC	SC	PC	SC	Fair
Bobbi's Way, Inc.	East	Day-Residential	5/10/12	NA	PC	SC	PC	PC	SC	SC	SC	SC	SC	Proficient
Bradford, Rosetta	Middle	Therapy	12/19/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient

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Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/29/12	NA	PC	SC	PC	PC	SC	SC	PC	PC	PC	Fair
Brenda Richardson Memorial Care Home	West	Day-Residential	8/9/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Bubba's Better Life, Inc.	West	Day-Residential	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Bunt, Jeanette	Middle	Behavioral	6/28/12	NA	PC	SC	SC	NA	NA	NA	NA	SC	SC	Proficient
C. S. Patterson Training and Habilitation Center	West	Day-Residential, Personal Assistance	8/15/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Care Choices of Tennessee	East	Day-Residential, Personal Assistance	8/30/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Care Focus, Inc.	West	Day-Residential, Personal Assistance	2/10/12	NA	SC	PC	PC	SC	SC	SC	SC	SC	SC	Proficient
Care Focus, Inc.	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Proficient
Care Focus, Inc.	Middle	Day-Residential, Personal Assistance	6/15/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Cerebral Palsy Center, Inc.	East	Day-Residential, Personal Assistance	8/8/12	NA	PC	PC	SC	MC	SC	SC	SC	PC	PC	Fair
Chris' Home, Inc.	Middle	Day-Residential	1/17/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Comcare, Inc.	East	Day-Residential, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Community Behavioral Services	west	Behavioral	5/30/12	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Community Connections, Inc.	Middle	ISC	12/3/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Community Connections, Inc.	West	ISC	12/4/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Community Connections, Inc.	East	ISC	12/20/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Community Development Center	Middle	ISC	12/11/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Community Developmental Services, Inc.	West	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient

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Community Network Services, Inc.	East	ISC	12/19/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Community Options, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Community Options, Inc.	East	Day-Residential	6/20/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Compass Coordination, Inc.	West	ISC	12/13/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Complete Care Choices	East	Nursing	2/10/12	NA	MC	NC	SC	PC	SC	NA	NA	MC	SC	Significant Concerns
Complete Care Choices	Middle	Nursing	5/4/12	NA	PC	SC	PC	PC	SC	NA	NA	PC	SC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	1/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Connexus, Inc.	Middle	Day-Residential, Personal Assistance	4/17/12	NA	PC	PC	SC	PC	SC	SC	SC	PC	SC	Fair
ContinuCare Health Services	East	Personal Assistance, Nursing	6/1/12	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Core Services of Northeast Tennessee	East	Day-Residential, Personal Assistance	3/28/12	NA	PC	SC	SC	PC	SC	SC	PC	SC	SC	Proficient
Corner Stone Personal Care Services, LLC	East	Day-Residential, Personal Assistance	3/1/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Cornerstone	West	Day-Residential, Personal Assistance	11/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Courtney, Inc.	East	Personal Assistance	4/20/12	NA	PC	SC	SC	PC	SC	NA	NA	SC	SC	Proficient
CSI Caregiver Services of Tennessee	Middle	Day-Residential, Personal Assistance	4/27/12	NA	PC	PC	PC	PC	SC	NA	SC	SC	SC	Fair
Cumberland Community Options, Inc.	Middle	Day-Residential	4/4/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
D & S Residential Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	11/15/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance	3/16/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Devrai Therapy Services	Middle	Therapy	11/15/12	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Direct Access Coordination, Inc.	Middle	ISC	12/12/12	SC	PC	SC	NA	NA	NA	NA	NA	SC	SC	Fair

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Dynamic Dietetics, Inc.	East	Therapy	12/18/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Eagle Medical Staffing	West	Nursing	11/8/12	NA	PC	PC	SC	SC	NA	NA	NA	PC	SC	Fair
East TN Personal Care Services, LLC	East	Day-Residential, Personal Assistance	6/15/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Easter Seals of Tennessee	West	Day-Residential, Personal Assistance, Nursing	10/3/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Elite Behavior Analysis	East	Behavioral	2/3/12	NA	SC	PC	PC	NA	SC	NA	NA	SC	SC	Proficient
Elizabeth Care Services	Middle	Day-Residential, Personal Assistance	10/31/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Emory Valley Center, Inc.	East	Day-Residential, Personal Assistance, Therapy	8/10/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Evergreen Life Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	10/31/12	NA	PC	PC	PC	NC	SC	SC	SC	PC	PC	Fair
Evergreen Presbyterian Ministries, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	2/16/12	NA	MC	MC	MC	PC	SC	SC	SC	MC	PC	Significant Concerns
Evergreen Presbyterian Ministries, Inc.	West	Day-Residential, Personal Assistance	3/13/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	MC	Proficient
Exceptional Enterprises, Inc.	East	Day-Residential, Personal Assistance	8/10/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Exceptional Measures	West	Behavioral	9/5/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Faith Specialized Care Services	West	Day-Residential, Personal Assistance	6/8/12	NA	SC	PC	PC	SC	SC	SC	SC	PC	SC	Proficient
Fisher, Cynthia	Middle	Therapy	10/25/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Focus on Function, Inc.	East	Therapy	6/14/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Franklin County Adult Activity Center	Middle	Day-Residential, Personal Assistance	2/10/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Freedom Co-op	West	Day-Residential, Personal Assistance	2/16/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/3/12	NA	PC	SC	PC	PC	SC	SC	SC	PC	PC	Fair

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Frontier Health, Inc.	East	Day-Residential	6/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Fulfillment Tender Care, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	9/21/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	PC	Proficient
Full Circle Therapy	Middle	Therapy	5/17/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Functional Independence	West	Therapy	2/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	3/15/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Georgia Lee, Inc.	West	Day-Residential	5/15/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Golden Life, Inc.	Middle	Day-Residential	11/9/12	NA	SC	PC	PC	SC	SC	SC	SC	SC	PC	Proficient
Greene County Skills, Inc.	East	Day-Residential, Personal Assistance	10/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Grosser, Jason	West	Behavioral	3/16/12	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Guardian Community Living	Middle	Day-Residential, Nursing, Therapy	6/22/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Guardian Community Living	West	Day-Residential, Behavioral, Nursing, Therapy	8/3/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Hardin County Skills, Inc.	West	Day-Residential, Personal Assistance	9/6/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
HATS, Inc.	Middle	Day-Residential, Personal Assistance	5/18/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	SC	Proficient
HCS Investors, LLC	West	Day-Residential, Personal Assistance	2/23/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Health Angels Staffing	Middle	Day-Residential, Personal Assistance, Nursing	2/24/12	NA	PC	PC	PC	PC	SC	NA	NA	PC	SC	Fair
Helen R. Tucker Adult Developmental Center	West	Day-Residential, Personal Assistance	11/28/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Helping Hands of TN, LLC	East	Day-Residential, Personal Assistance	12/18/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Hope Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Impact Centers, Inc.	Middle	Day-Residential, Personal Assistance	11/2/12	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient

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Independence, Inc.	West	Therapy	4/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Independent Opportunities, Inc.	East	Day-Residential	2/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Independent Opportunities, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	10/11/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Independent Therapy Network	West	Therapy	5/8/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Innovative Behavior Services	West	Behavioral	8/9/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
James Developmental Center	Middle	Day-Residential, Personal Assistance	3/6/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Joey's Yacht Club	Middle	Day-Residential	1/31/12	NA	PC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Journeys in Community Living	Middle	Day-Residential	8/10/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
KeithCare, Inc.	East	Day-Residential, Personal Assistance	10/16/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Kenyon, Rosemary	Middle	Therapy	12/13/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Lacefield Enterprises, Inc.	Middle	Therapy	8/3/12	NA	PC	SC	PC	NA	SC	NA	NA	PC	PC	Fair
Lakeway Achievement Center	East	Day-Residential, Personal Assistance, Nursing	12/20/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Life Bridges	East	Day-Residential, Personal Assistance, Therapy	11/2/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Livitup, Inc.	West	Day-Residential, Personal Assistance	10/25/12	NA	SC	PC	SC	PC	SC	SC	PC	PC	SC	Fair
M- Power	West	Behavioral	10/22/12	NA	PC	SC	PC	NA	SC	NA	NA	SC	SC	Proficient
MCK Behavioral Services	West	Day-Residential, Personal Assistance, Behavioral	12/7/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
McNairy County Developmental Services	West	Day-Residential, Personal Assistance, Nursing	6/28/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan, Inc.	West	Day-Residential, Nursing, Therapy	4/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

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Meritan, Inc.	East	Day-Residential	5/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Mic's Place, Inc.	West	Day-Residential, Personal Assistance	8/22/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	SC	Proficient
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	4/27/12	NA	SC	PC	PC	MC	SC	SC	SC	PC	PC	Fair
Mid-South Area Residential Services, Inc.	West	Day-Residential, Personal Assistance	7/20/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mid-South Area Residential Services, Inc.	Middle	Day-Residential	12/5/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mid-South Supportive Living	West	Day-Residential	11/14/12	NA	SC	SC	PC	SC	SC	SC	SC	PC	PC	Proficient
MillarRich, LLC	Middle	Day-Residential, Nursing	11/26/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Miracles Network Agency	West	ISC	12/4/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Neighborhood Network, Inc.	West	ISC	12/12/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Neighborhood Network, Inc.	Middle	ISC	12/17/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
New Horizons, Inc.	Middle	Day-Residential, Personal Assistance	8/17/12	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Nicholas Matters, Inc.	West	Day-Residential	8/23/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Nicholson Therapies, Inc.	Middle	Therapy	3/16/12	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Now I Lay Me Down To Sleep	Middle	Day-Residential, Personal Assistance	6/5/12	NA	PC	PC	SC	PC	SC	SC	SC	NC	NC	Significant Concerns
Nutrition Volitions	West	Therapy	4/17/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Omni Visions, Inc.	West	Day-Residential	7/13/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Omni Visions, Inc.	Middle	Day-Residential	9/13/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Omni Visions, Inc.	East	Day-Residential, Nursing	11/29/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient

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Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	5/9/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Osemwegie-Jones, Iyoha	West	Therapy	8/10/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	3/8/12	NA	SC	MC	SC	PC	SC	SC	SC	PC	MC	Fair
Personal Care Choices	East	Day-Residential, Personal Assistance	5/9/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Pink Coyote, Inc.	East	Day-Residential	5/22/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Poke, Demetric	West	Behavioral	6/19/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Progress, Inc.	Middle	Day-Residential	7/6/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Progressive Directions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	10/2/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Prolex Medical Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	7/5/12	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Prospect, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	3/23/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Quality Behavioral Interventions and Consulting	West	Behavioral	10/5/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Quality Support Coordination of Tennessee	West	ISC	12/13/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/5/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Rehab Resources	Middle	Therapy	4/13/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Resource One	West	Nursing	11/1/12	NA	SC	PC	PC	SC	NA	NA	NA	PC	SC	Fair
Resources for Human Development	Middle	Day-Residential	2/16/12	NA	SC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Resources for Human Development	West	Day-Residential	10/12/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
RHA Health Services, Inc.	East	Day-Residential, Personal Assistance	4/5/12	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient

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RHA Health Services, Inc.	Middle	Day-Residential, Personal Assistance	7/18/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Rhea of Sunshine, Inc.	East	Day-Residential, Personal Assistance, Nursing	10/3/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Rochelle, Inc.	Middle	Day-Residential	9/5/12	NA	SC	PC	PC	PC	SC	SC	SC	SC	PC	Fair
Scott Appalachian Industries, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	9/6/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Sertoma Center, Inc.	East	Day-Residential, Nursing	10/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Shelby Residential and Vocational Services, Inc.	West	Day-Residential, Personal Assistance, Behavioral, Nursing	3/28/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Skills Developmental Services, Inc.	Middle	Day-Residential, Personal Assistance	6/1/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Exceptional Performance
St. John's Community Services	West	Day-Residential, Personal Assistance	6/8/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Starcare of Tennessee	Middle	Day-Residential	8/8/12	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
STARS, Inc.	East	Day-Residential, Personal Assistance	9/13/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Sunrise Community of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	11/26/12	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Sunrise Community of Tennessee, Inc.	East	Day-Residential, Personal Assistance, Nursing	12/5/12	NA	MC	PC	SC	MC	SC	SC	SC	MC	PC	Fair
Support Solutions of Tennessee, LLC	Middle	Day-Residential, Personal Assistance, Behavioral	3/16/12	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Support Solutions of the Mid-South	East	Day-Residential, Personal Assistance, Behavioral	8/30/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Support Solutions of the Mid-South	West	Day-Residential, Personal Assistance, Behavioral	9/27/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Sympathetic Steps to Success	West	Behavioral	3/26/12	NA	PC	PC	SC	NA	SC	NA	NA	PC	SC	Fair

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NC= Noncompliance

## Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Tennessee Community Services Agency	West	ISC	12/5/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Tennessee Community Services Agency	East	ISC	12/17/12	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Tennessee Family Solutions	Middle	Day-Residential, Behavioral, Nursing	8/1/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	3/29/12	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Tennessee Therapy Solutions	East	Therapy	6/7/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Terry Taylor, Inc.	Middle	Day-Residential	11/26/12	NA	SC	PC	SC	PC	SC	SC	SC	PC	SC	Proficient
Therapy & Learning Center	West	Day-Residential, Nursing, Therapy	11/15/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Thomas' Supports	Middle	Day-Residential	11/9/12	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Tiara's Haven	West	Day-Residential	2/10/12	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Tim's Place, Inc.	West	Day-Residential	1/24/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Tri-County Center	East	Day-Residential, Personal Assistance	4/12/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Unlimited Potential, Inc.	Middle	Day-Residential	9/7/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/25/12	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Volunteers of America	West	Day-Residential	7/6/12	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Volunteers of America	Middle	Day-Residential	8/30/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	SC	Fair
Warm Hearts Care	Middle	Day-Residential, Personal Assistance, Nursing	7/6/12	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Warm Hearts Care	West	Day-Residential, Personal Assistance, Nursing	10/3/12	NA	PC	PC	PC	SC	SC	SC	SC	MC	MC	M- Power
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/13/12	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Williams, Meredith	Middle	Therapy	12/18/12	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Williams, Nancy	West	Therapy	5/24/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Willowbrook Health and Home Services, Inc.	Middle	Therapy	7/13/12	NA	MC	PC	SC	NA	SC	NA	NA	SC	PC	Fair

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Zhou, Liming	West	Behavioral	6/26/12	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance

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